

Michigan ITS Center

Serving the Southeast Michigan Freeways
www.michigan.gov/its

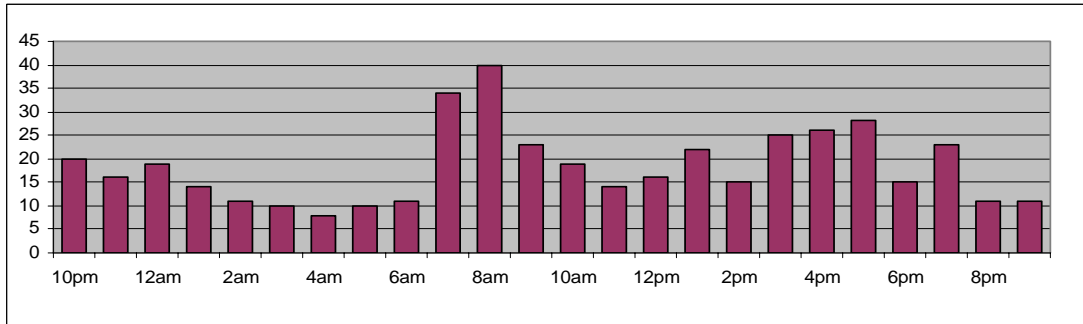


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October 2007

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



Monthly Incident Activity

	Oct 2007	Sep 2007	Oct 2006
Freeway Closures	14	9	8
Lane Closures	38	29	29
Ramp Closures	5	4	2

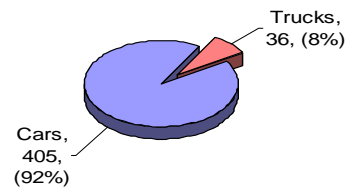
Total Incidents by Roadway

Freeway	Oct 2007	Sep 2007	Oct 2006
I-75	115	103	136
I-94	84	64	125
I-696 (Reuther)	79	50	59
I-96	49	33	60
M-10 (Lodge)	24	22	51
M-39 (Southfield)	46	30	46
I-275	43	20	46
I-375	1	4	3
TOTAL	441	326	526

Calls by Type

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2380	2369	11
Contractors	213	154	59
City	4	3	1
County	34	27	7
Federal	0	0	0
Fire	3	3	0
Local Police	27	20	7
MSP	597	488	109
Border	1	0	1
MDOT/DIT	230	108	122
Media	198	195	3
Special Events	0	0	0
Transit	1	0	1
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	50	42	8
Total	3738	3409	329

Vehicle Composition of Incidents

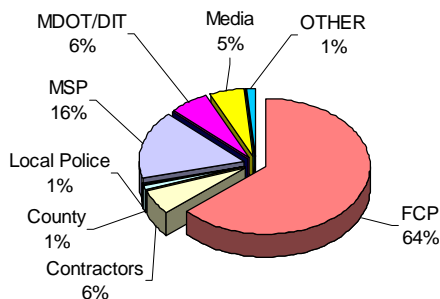


Total Incidents: 441

MITs Center News

Freeway Lane Inventory was completed this month and will be used for both the call tracking program and the FCP data base to increase and confirm accuracy.

With the Winter season approaching, the Control room is preparing for the extra work. Winter operations procedures are reviewed and updated. Weather messages are adjusted as needed and are ready to be implemented during all inclement weather to assure motorist awareness of roadway conditions.



Total Calls: 3738

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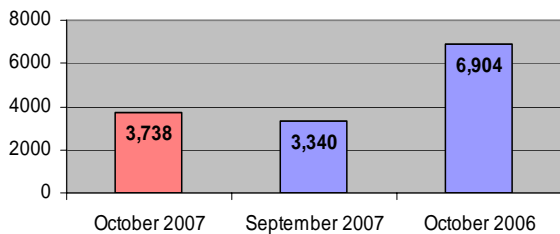
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CONTROL ROOM DISPATCH ACTIVITY

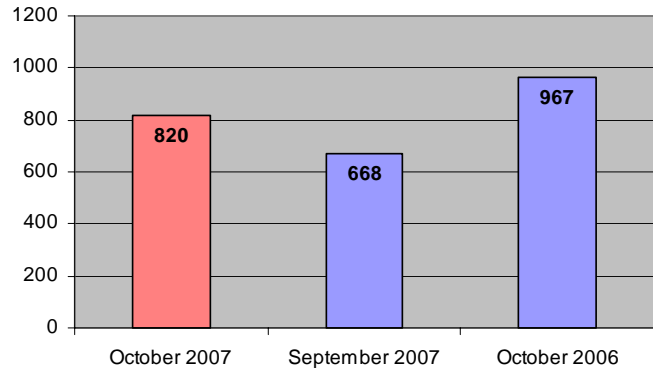
- Of the 4,516 assists that the Freeway Courtesy Patrol (FCP) provided during the month of October, 820 assists (18%) were dispatched by the FCP dispatchers located at the MITS Center.

Monthly Call/ Event* History

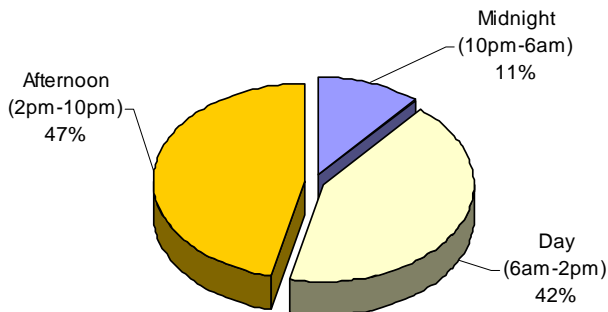


*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

**Freeway Courtesy Patrol
Monthly Dispatch Activity**

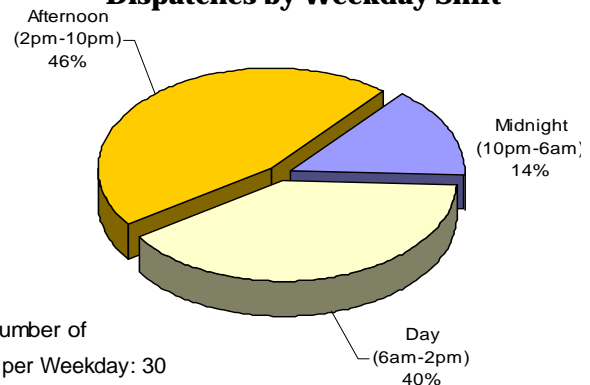


**Calls by
Weekday Shift**



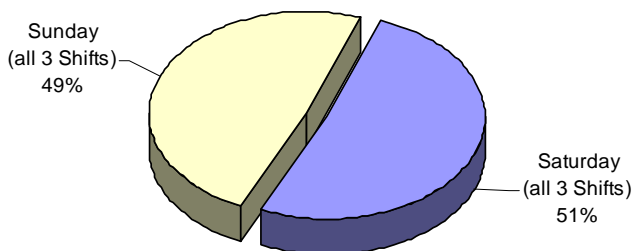
Average Number of
Calls per Weekday: 145

**Freeway Courtesy Patrol
Dispatches by Weekday Shift**



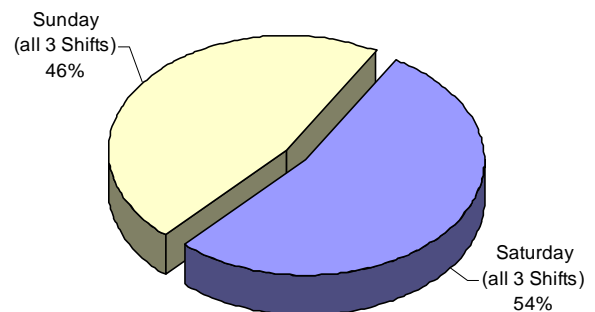
Average Number of
Dispatches per Weekday: 30

**Calls by
Weekend Day**



Average Number of
Calls per Weekend: 101

**Freeway Courtesy Patrol
Dispatches by Weekend Day**



Average Number of
Dispatches per Weekend: 32

Note: Additional FCP information may be found beginning on page 4.

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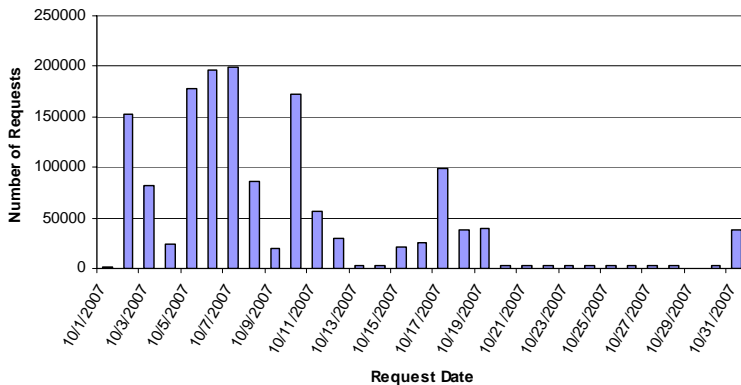
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

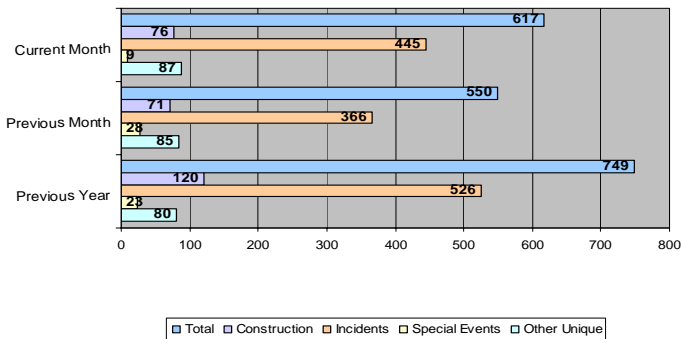
Website Activity



Top 5 DMS with Unique Messages

- I-75 SB South of 13 Mile
- M-10 NB at Porter
- I-696 EB at Manistee
- I-94 EB at Central
- I-696 WB at Ryan

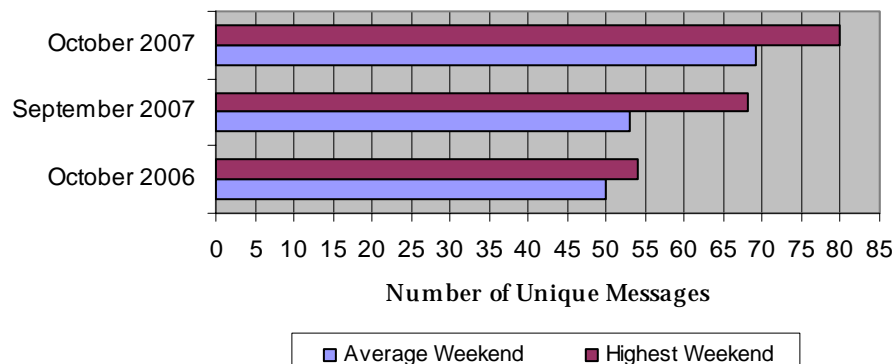
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	Oct 2007	Sep 2007	Oct 2006
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Oct 2007	Sep 2007	Oct 2006
All High Impact Messages	98.2%	100.0%	92.3%
Freeway Closure Messages	92.9%	100.0%	87.5%
Lane Closure Messages	100.0%	100.0%	93.1%
Ramp Closure Messages	100.0%	100.0%	100.0%
Other Communication	Oct 2007	Sep 2007	Oct 2006
Advisory Text-Messages	93.0%	100.0%	89.7%
Website Incident Postings	100.0%	100.0%	94.9%

Weekend Construction DMS Message Activity



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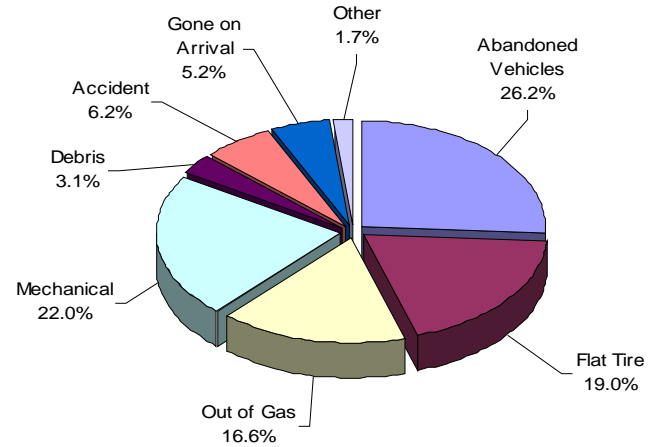
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

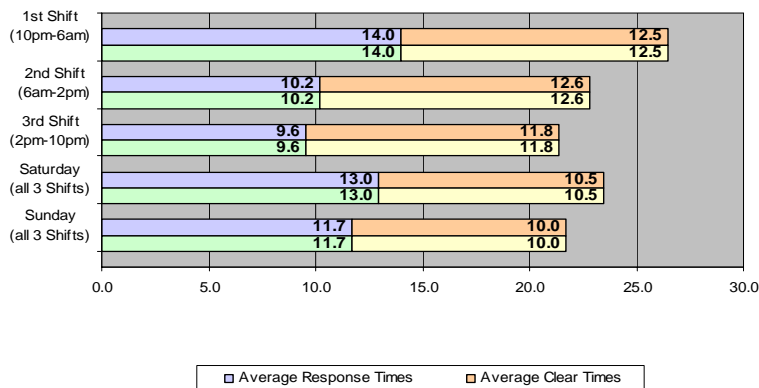
Motorist Quote of the Month

"While getting on the Southfield expressway, I experienced my first-ever flat tire. Once I was pulled to the side of the road, I contacted my AAA service. I was extremely relieved to see your van pull up behind me. Your driver was courteous and professional. If not for your driver, I would have waited a much longer time in an unsafe situation. Thank You!!"

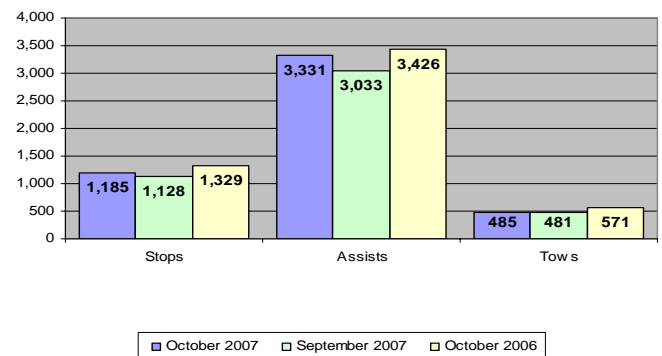
Assist Type



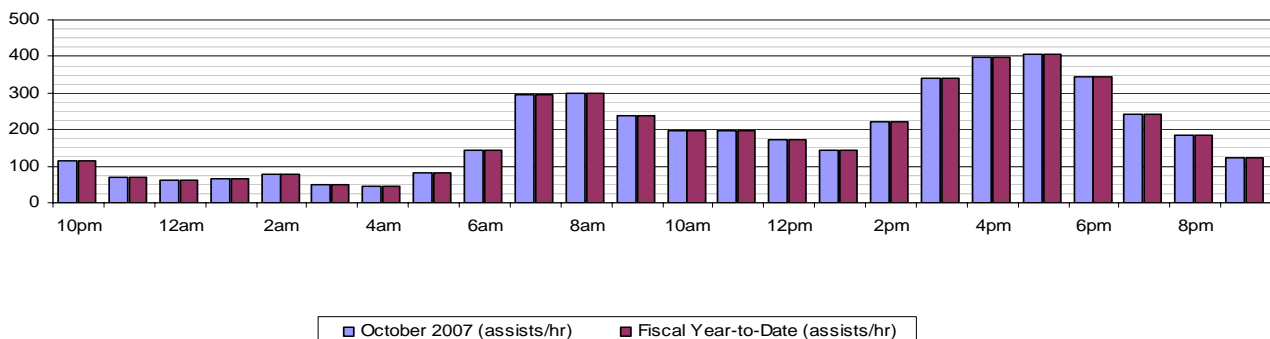
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



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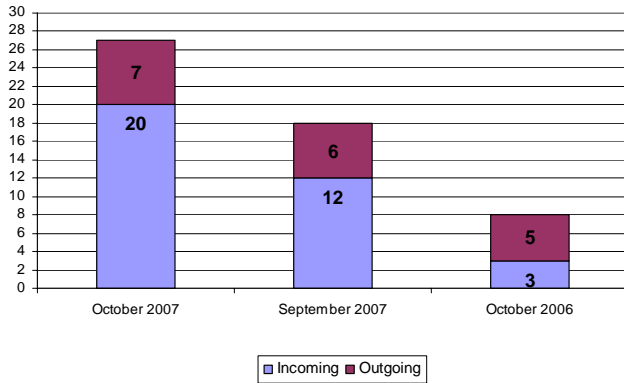


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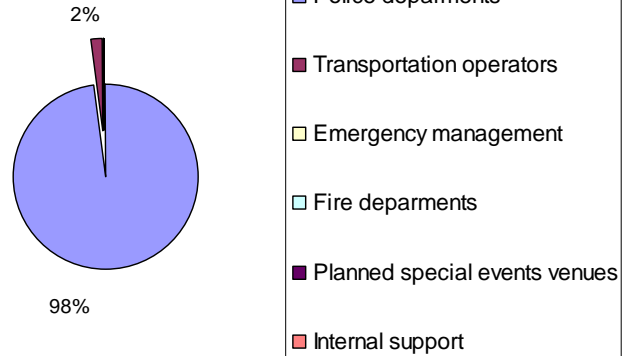
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TRAFFIC INCIDENT MANAGEMENT

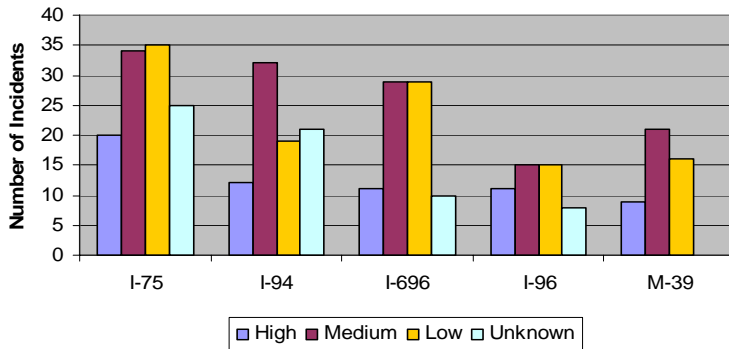
Local Police Department Calls



Video Users



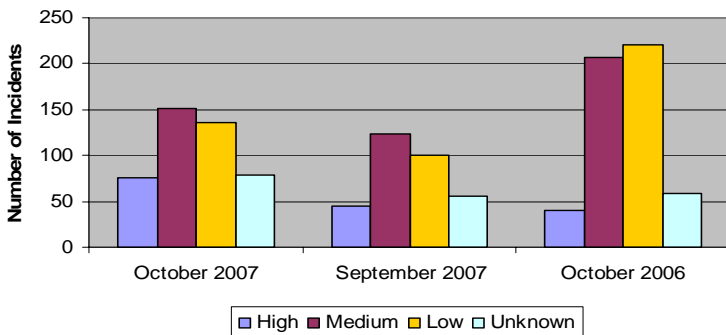
Severity/Duration by Top Five Freeways



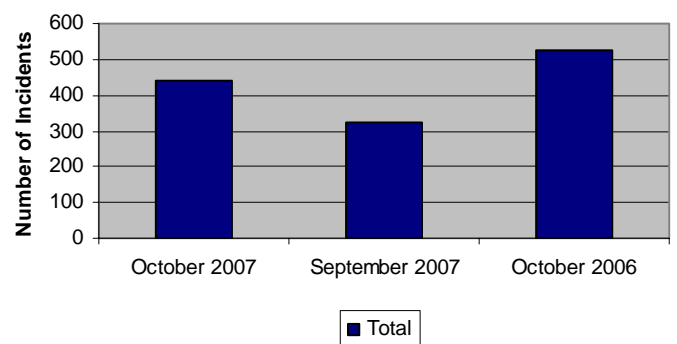
- Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes
- Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- Single lane closure equal to 90+ minutes, partial closure equal to 45+ minutes, or total closure equal to 20+ minutes
- The duration and/or the severity is unknown

This data reflects the last lane affected prior to the incident being completely cleared

Total Incident Severity/Duration by Month



Total Number of Incidents



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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Monthly Call History	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Web Site Database - Automated data collection site of MITSC incident management activities.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week. High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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DATA KEY INFORMATION

Local Police Calls	Displays incoming and outgoing local police calls.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
Video Monitor Users	Displays the distribution of video monitor users by user type for the current month.	Web Site Database - Automated data collection site of MITSC incident management activities.
Severity and Duration	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.